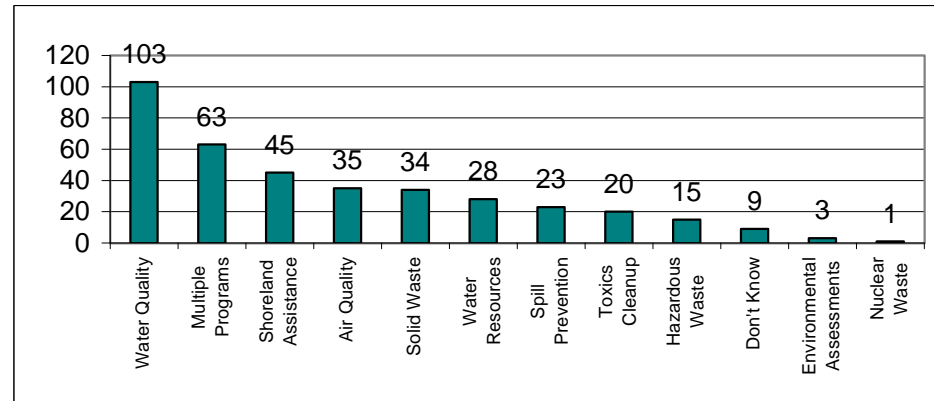


Department of Ecology Local Government Survey Results: Agency Results

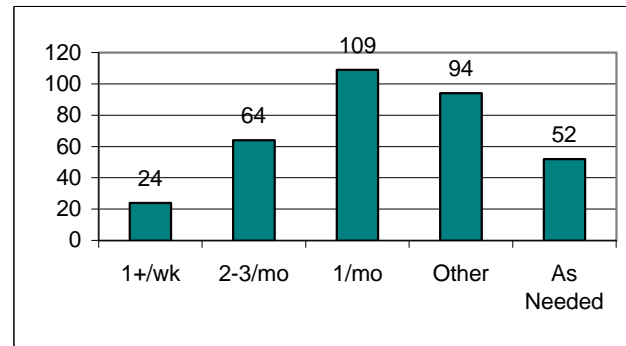
1. Which Ecology Program do you work with?

Water Quality	103
Multiple Programs	63
Shoreland Assistance	45
Air Quality	35
Solid Waste	34
Water Resources	28
Spill Prevention	23
Toxics Cleanup	20
Hazardous Waste	15
Don't Know	9
Environmental Assessments	3
Nuclear Waste	1
Total	379



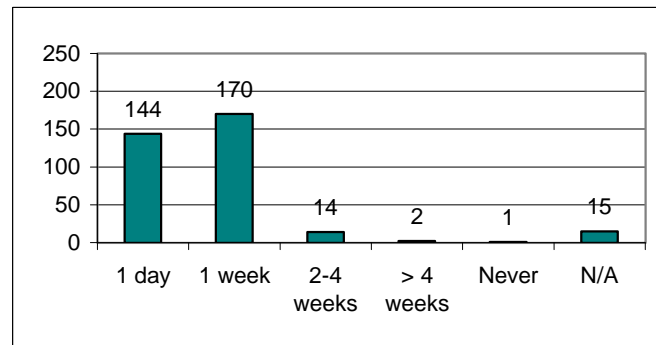
2. How often do you contact Ecology?

1+ /wk	24
2-3 /mo	64
1 /mo	109
Other	94
As Needed	52
Total	343



3. How long does it usually take Ecology to respond to your phone call?

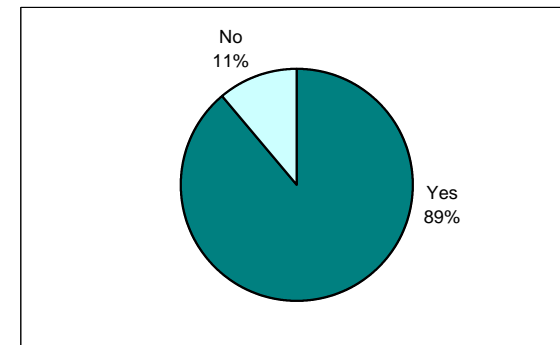
1 day	144
1 week	170
2-4 weeks	14
> 4 weeks	2
Never	1
N/A	15
Total	346



Is this response time satisfactory?

Yes	286
No	36
Total	322

Is this response time satisfactory?

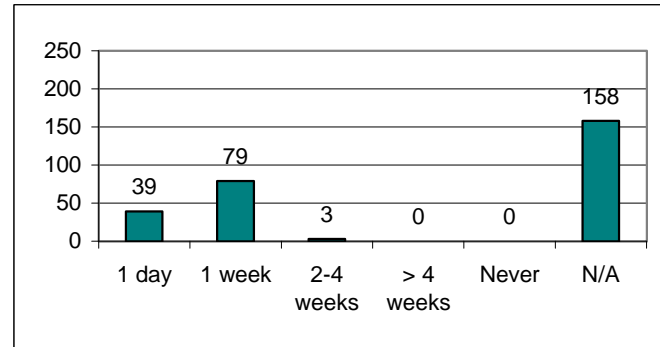


4. How long does it usually take Ecology to respond to your E-mail message?

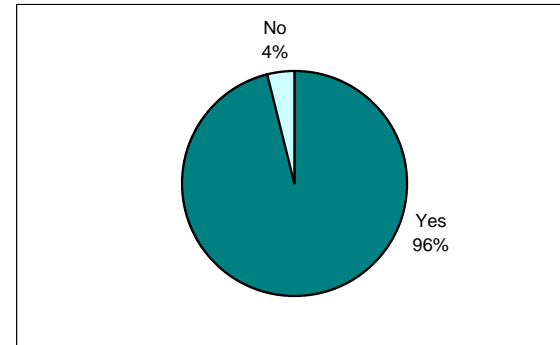
1 day	39
1 week	79
2-4 weeks	3
> 4 weeks	0
Never	0
N/A	158
Total	279

Is this response time satisfactory?

Yes	126
No	5
Total	131



Is this response time satisfactory?

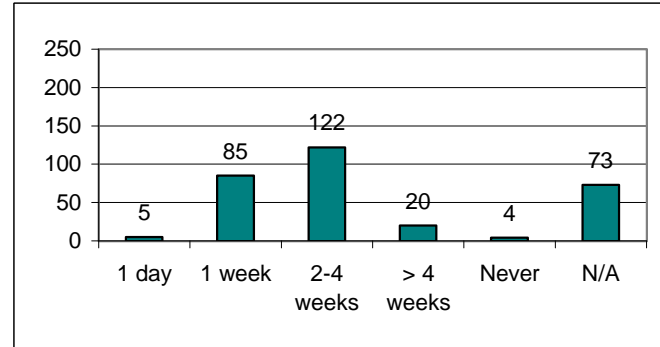


5. How long does it usually take Ecology to respond to your letters?

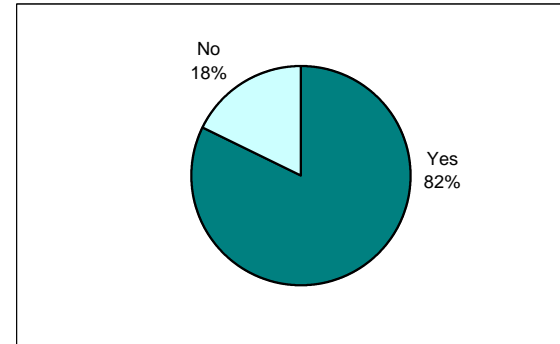
1 day	5
1 week	85
2-4 weeks	122
> 4 weeks	20
Never	4
N/A	73
Total	309

Is this response time satisfactory?

Yes	196
No	42
Total	238



Is this response time satisfactory?

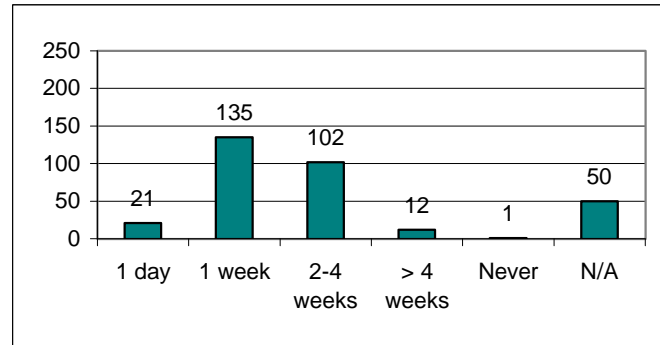


6. How long does it usually take Ecology to respond to the materials you requested?

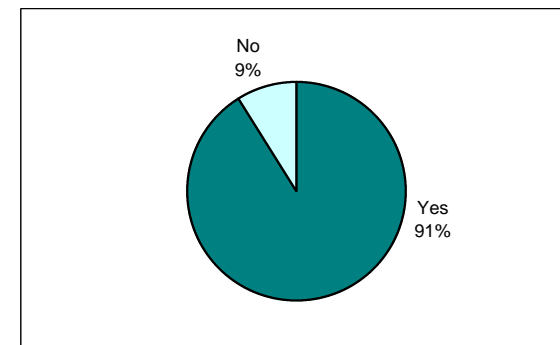
1 day	21
1 week	135
2-4 weeks	102
> 4 weeks	12
Never	1
N/A	50
Total	321

Is this response time satisfactory?

Yes	243
No	24
Total	267

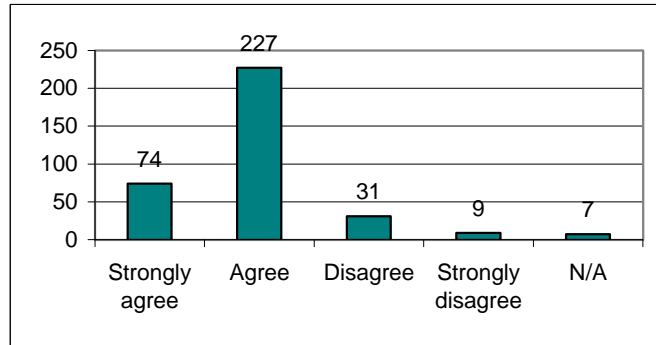


Is this response time satisfactory?



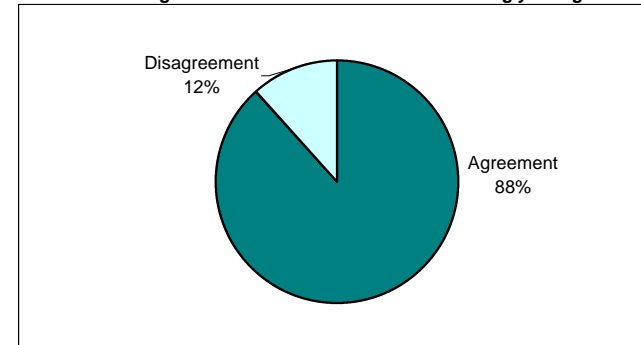
7. Ecology staff communicate clearly.

Strongly agree	74
Agree	227
Disagree	31
Strongly disagree	9
N/A	7
Total	348
Agreement	301
Disagreement	40
Not Applicable	7



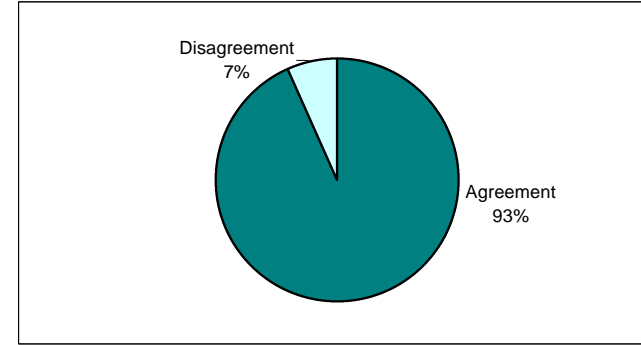
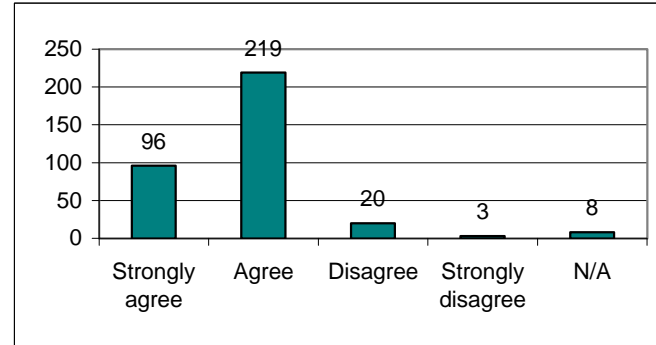
Agreement= Strongly Agree
Plus Agree

Disagreement = Disagree Plus
Strongly Disagree



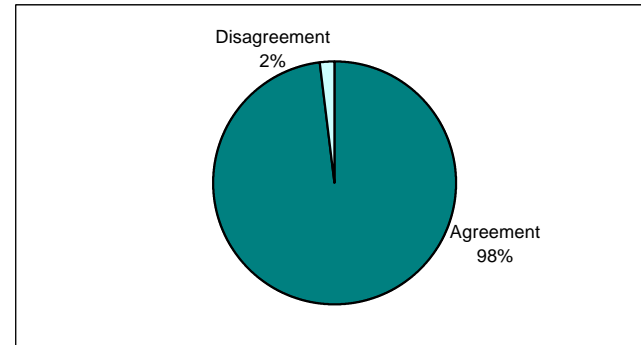
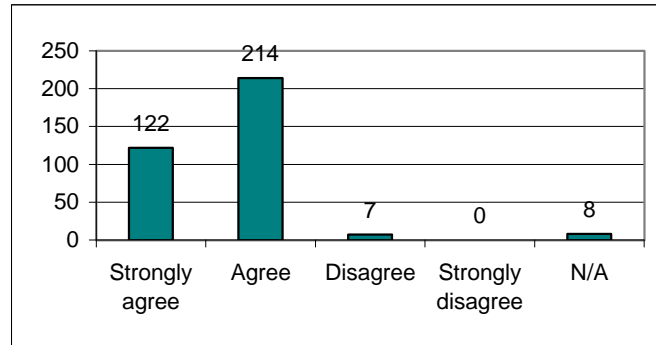
8. Ecology staff are knowledgeable.

Strongly agree	96
Agree	219
Disagree	20
Strongly disagree	3
N/A	8
Total	346
Agreement	315
Disagreement	23
Not Applicable	8



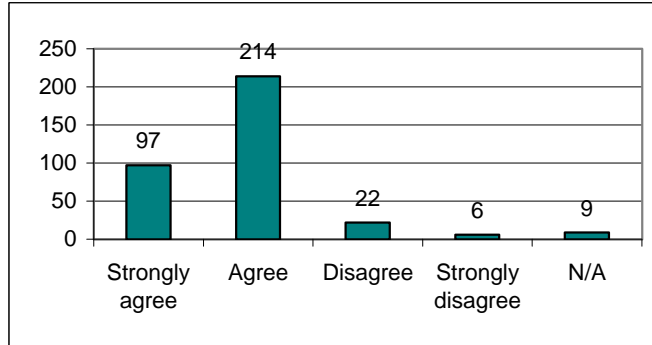
9. Ecology staff are courteous.

Strongly agree	122
Agree	214
Disagree	7
Strongly disagree	0
N/A	8
Total	351
Agreement	336
Disagreement	7
Not Applicable	8



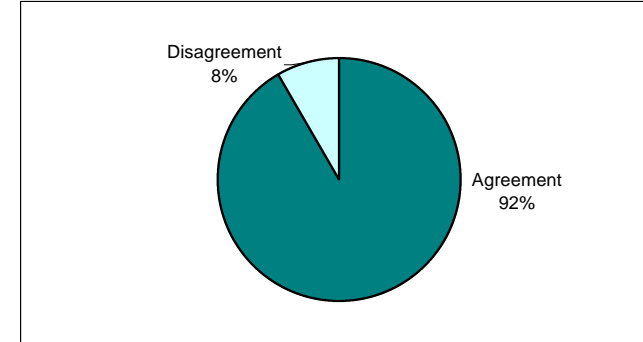
10. Ecology staff take the time to listen to me.

Strongly agree	97
Agree	214
Disagree	22
Strongly disagree	6
N/A	9
Total	348
Agreement	311
Disagreement	28
Not Applicable	9



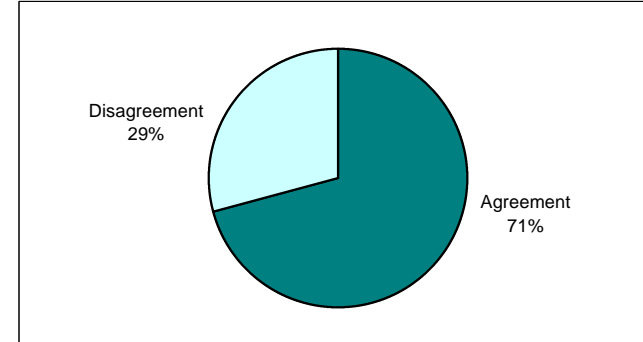
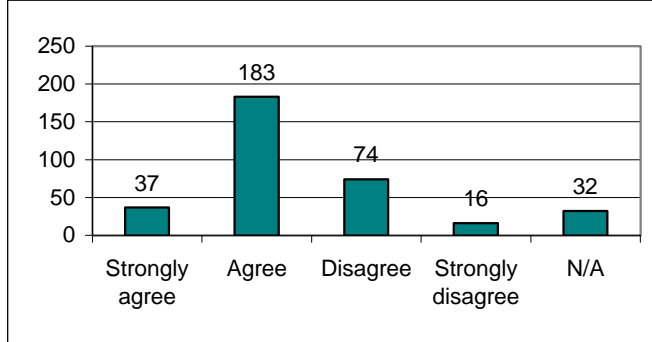
Agreement= Strongly Agree
Plus Agree

Disagreement = Disagree Plus
Strongly Disagree



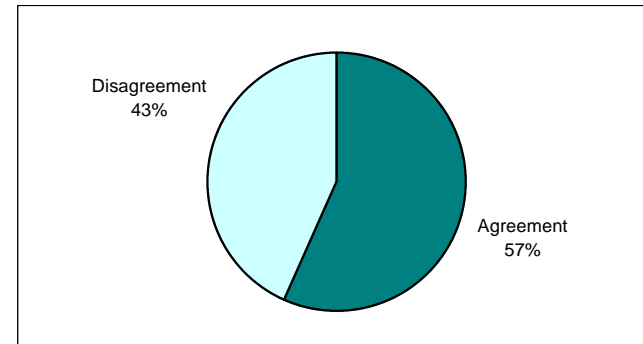
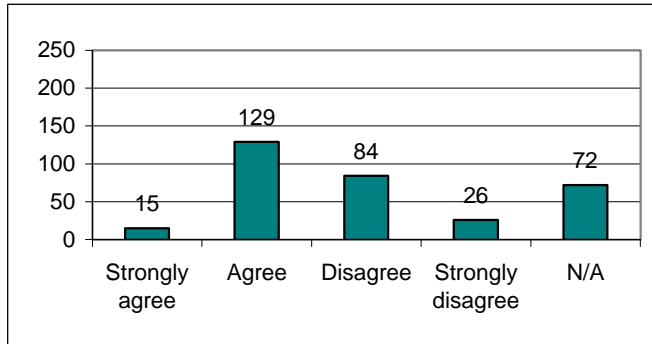
11. Ecology staff write materials that are easy to use.

Strongly agree	37
Agree	183
Disagree	74
Strongly disagree	16
N/A	32
Total	342
Agreement	220
Disagreement	90
Not Applicable	32



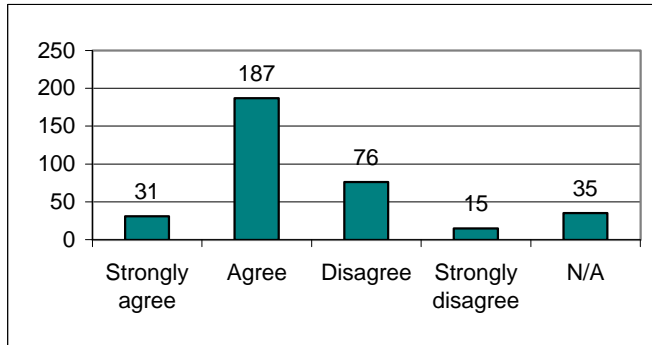
12. Ecology staff write regulations that are clearer now than they were 2 years ago.

Strongly agree	15
Agree	129
Disagree	84
Strongly disagree	26
N/A	72
Total	326
Agreement	144
Disagreement	110
Not Applicable	72



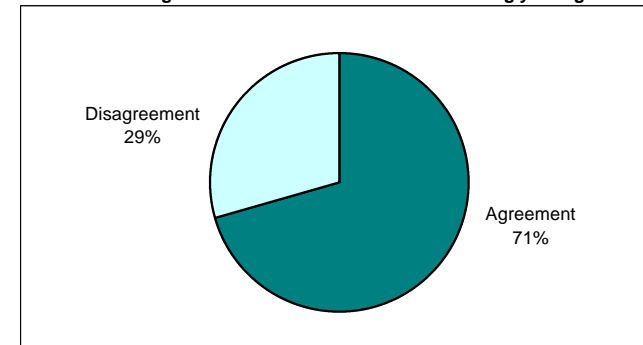
13. Ecology staff inform me about the services and products Ecology provides.

Strongly agree	31
Agree	187
Disagree	76
Strongly disagree	15
N/A	35
Total	344
Agreement	218
Disagreement	91
Not Applicable	35



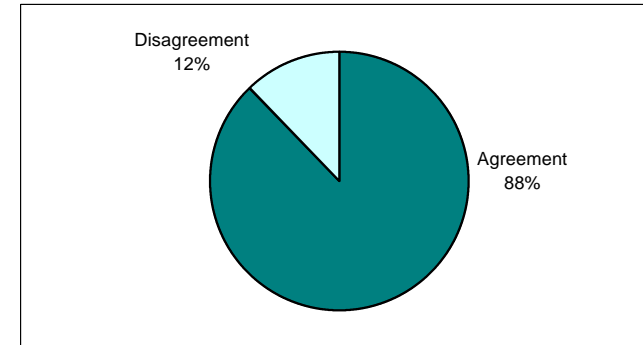
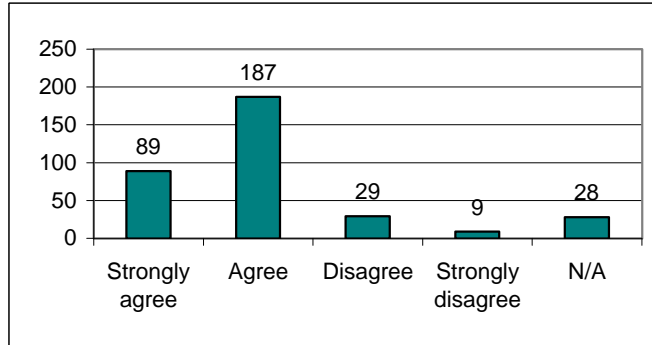
Agreement= Strongly Agree
Plus Agree

Disagreement = Disagree Plus
Strongly Disagree



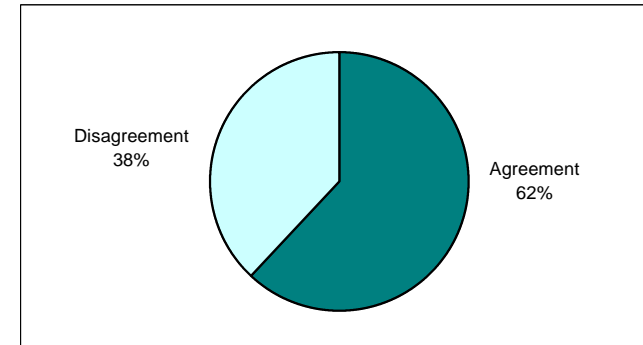
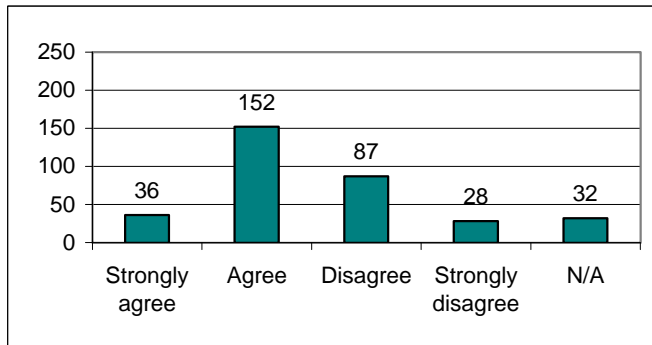
14. Ecology staff provide technical assistance to me when I need it.

Strongly agree	89
Agree	187
Disagree	29
Strongly disagree	9
N/A	28
Total	342
Agreement	276
Disagreement	38
Not Applicable	28



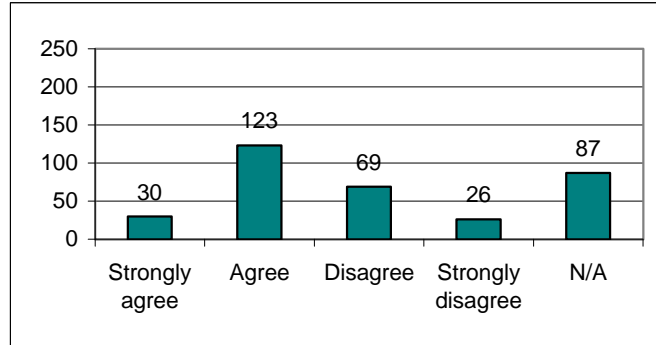
15. Ecology staff understand what drives decisions within my organization.

Strongly agree	36
Agree	152
Disagree	87
Strongly disagree	28
N/A	32
Total	335
Agreement	188
Disagreement	115
Not Applicable	32



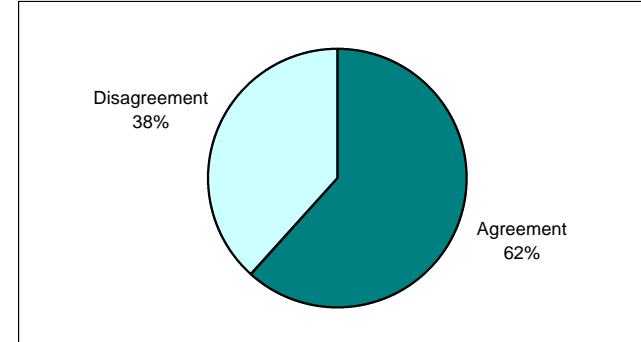
16. Ecology staff develop environmental priorities with me.

Strongly agree	30
Agree	123
Disagree	69
Strongly disagree	26
N/A	87
Total	335
Agreement	153
Disagreement	95
Not Applicable	87



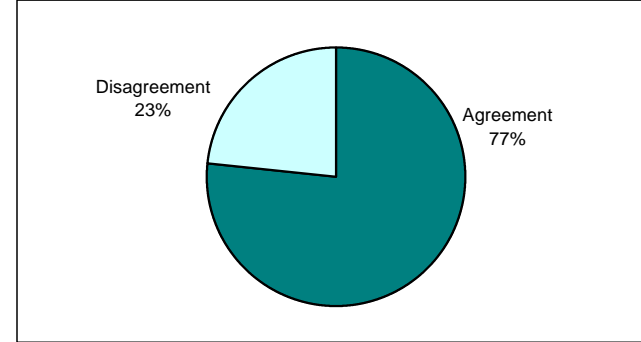
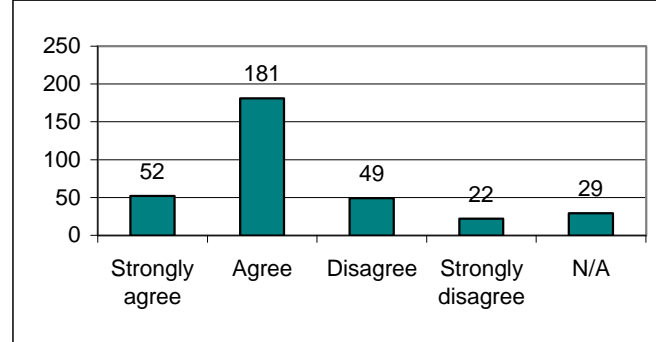
Agreement= Strongly Agree
Plus Agree

Disagreement = Disagree Plus
Strongly Disagree



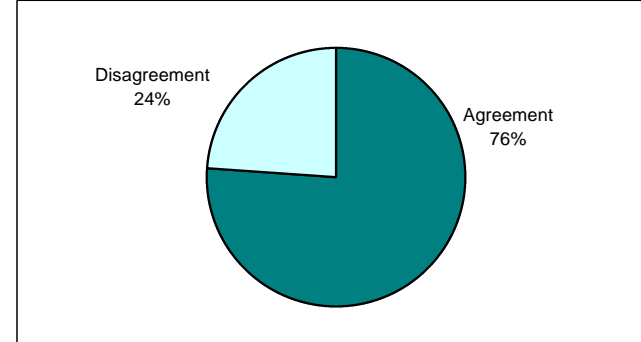
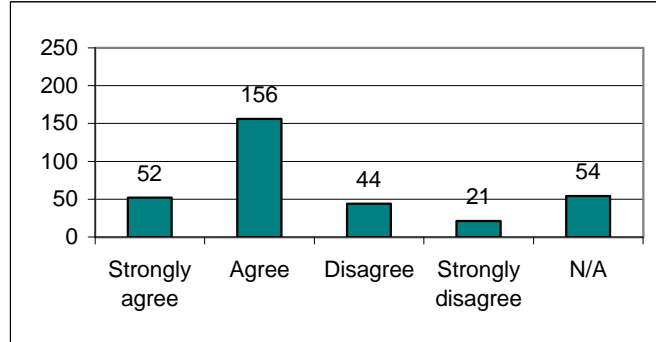
17. Ecology staff consider information I give them when making decisions.

Strongly agree	52
Agree	181
Disagree	49
Strongly disagree	22
N/A	29
Total	333
Agreement	233
Disagreement	71
Not Applicable	29



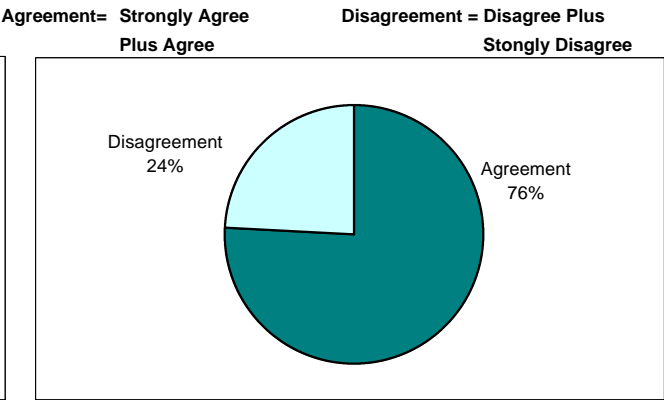
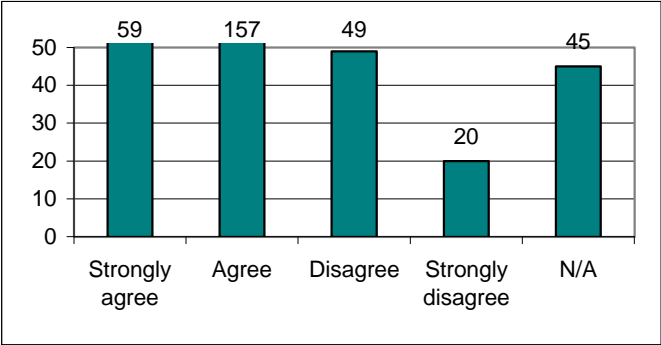
18. Ecology staff work with me to come up with a creative solution to a problem that is supported by Ecology management.

Strongly agree	52
Agree	156
Disagree	44
Strongly disagree	21
N/A	54
Total	327
Agreement	208
Disagreement	65
Not Applicable	54



19. Ecology staff are effective in partnering with my organization in environmental protection.

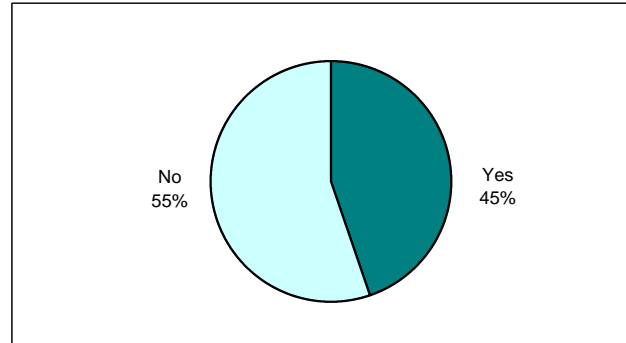
Strongly agree	59
Agree	157
Disagree	49
Strongly disagree	20
N/A	45
Total	330
Agreement	216
Disagreement	69
Not Applicable	45



PERMIT ASSISTANCE CENTER

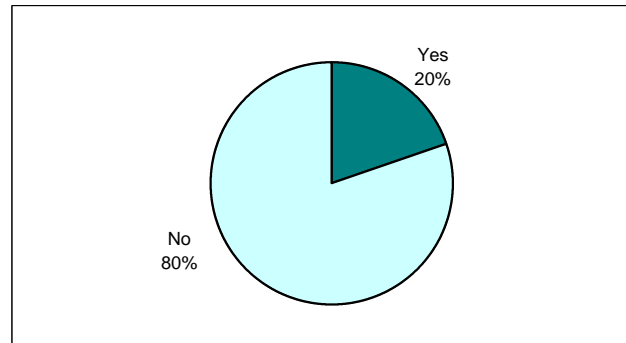
22. Do you know about the Environmental Permit Assistance Center located in Lacey at Ecology's Headquarters Building?

Yes	111
No	137
Not Applicable	44
Total	292



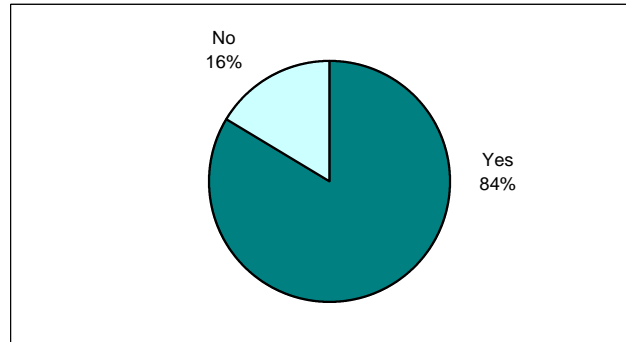
23. Have you requested information or service from the Permit Assistance Center?

Yes	47
No	192
Not Applicable	50
Total	289



24. If yes to question 23, was the information you received helpful to you and your organization?

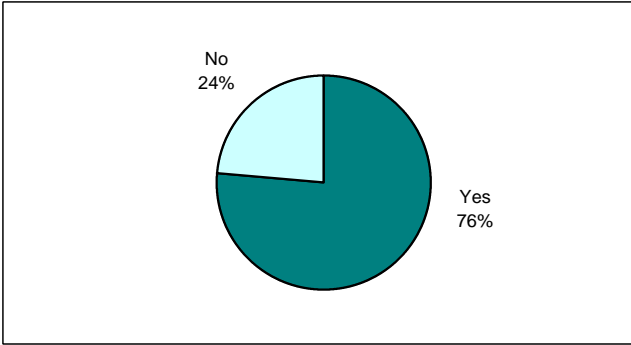
Yes	41
No	8
Not Applicable	166
Total	215



FINANCIAL ASSISTANCE

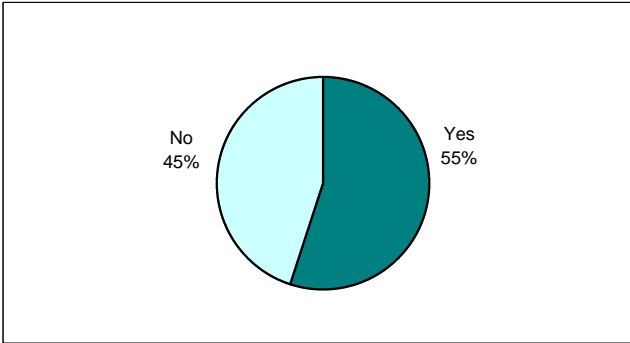
25. Do you know about the various Ecology grant and loan programs available to local government?

Yes	204
No	63
Not Applicable	27
Total	294



26. Have you received a grant or loan from Ecology within the last five years?

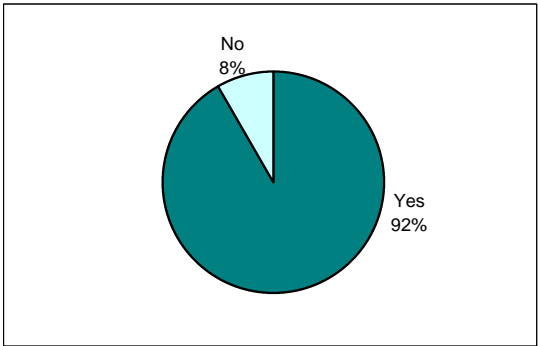
Yes	140
No	115
Not Applicable	34
Total	289



Were you satisfied with the timeliness of:

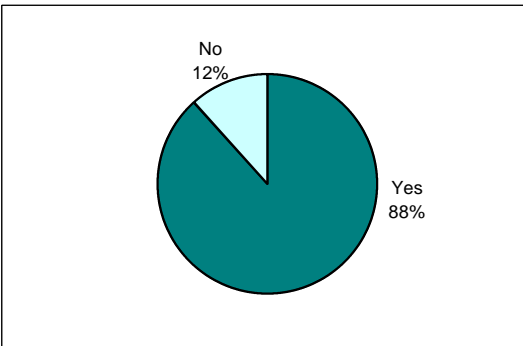
27a. Grant or loan agreements

Yes	120
No	11
Total	131



27b. Technical assistance on the project

Yes	98
No	13
Total	111



27c. Financial reimbursement

Yes	98
No	13
Total	111

